

Staff Code of Conduct



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Signed: Ruth Minhall

Position: CEO

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Contents

Contents.....	1
Introduction.....	3
The Purpose and Principles of the Code	3
Breaches of the Code.....	4
Criminal offences.....	4
Appearance and dress	4
Attendance and Timekeeping.....	5
Signing in and out	6
Professional behaviour and conduct	6
Conduct outside of work.....	6
Smoking, vaping, alcohol and other substances.....	7
Health and safety	7
Declaration of interests	8
Relationships with colleagues and stakeholders (separate to students – see below)	9
Relationships with students.....	9
Physical contact with students.....	10
Financial inducements.....	11
Acceptable use of technology	11
Premises, equipment and communication.....	12
CCTV.....	12
Photography and videos	13
Communications.....	13
Email and internet use	14
Social media.....	14
Representing Tuition Extra	15
Property and equipment	15
Personal property.....	16
Data Protection and IT	16
Confidentiality.....	16
Social media	16
Data protection and confidentiality.....	16
Probity of records.....	17
Monitoring and review.....	17

I of 18

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Introduction

Tuition Extra expects all students to receive high-quality teaching and learning in a positive and respectful environment.

Employees at the Organisation should ensure that their own behaviour, and the manner in which they conduct themselves with colleagues, students, parents and other stakeholders, sets a positive and professional example for students.

Tuition Extra expects the highest ethical standards from its employees in carrying out its business. This Code of Conduct sets out those standards by which all employees are bound. It provides guidelines on the required behaviour in a wide range of situations, including social events and out of hours activities that directly reflect on Tuition Extra. It also refers to the relevant supporting policies.

It is the responsibility of all employees to familiarise themselves with the details of the Code and its guidance. If any employee has any queries or concerns about how they should behave, they should contact their line manager or HR.

The Code applies to all employees, temporary staff, agents and contractors.

All staff should follow the guidance in this important document.

The Purpose and Principles of the Code

The Code describes the principles by which Tuition Extra expects its employees to conduct its business. It sets out the required standards of behaviour for its staff in carrying out this business. The Code deals with a wide variety of issues and situations relating to workplace conduct, but it is not intended to be exhaustive.

This Code of Conduct sets out principles by which Tuition Extra is bound. These principles are as follows.

- We comply with laws and regulations.
- We reject bribery and corruption and avoid being compromised by gifts and entertainment.
- We avoid conflicts of interest.
- We respect the confidentiality of personal and corporate information.
- We promote diversity and equality and treat people and students fairly and with respect.
- We maintain a safe and healthy environment for people to work in and are proactive in managing our responsibilities to the environment.
- We support those who have any suspicions of any misconduct, malpractice, illegal or unethical behaviour and report their concerns in confidence to the appropriate channels.

- These principles are outlined in more detail in the Code below. Several of the principles and standards outlined in the Code are supported by more detailed specific policies.

Breaches of the Code

This Code of Conduct has been drawn up to provide guidance on conduct for staff of Tuition Extra. For the avoidance of doubt, it is not a contractual document, and Tuition Extra reserves the right to amend it at any time. The Code will be subject to regular review, particularly in the light of new and relevant legislation.

Any breach of the Code will be considered a disciplinary matter, which could result in disciplinary up to and including dismissal.

Safeguarding Students

All staff receive training in Child Protection and safeguarding including, but not limited to, annual KCSIE updates, Prevent training, information FGM and other relevant safeguarding information. **Please refer to our Child Protection and safeguarding Policy.**

Staff will be aware of the Organisation's legal duty to refer anyone who has harmed, or poses a risk of harm to, a child or vulnerable adult to the DBS – this includes where:

- The harm test is satisfied in respect of that individual.
- The individual has received a caution or conviction for a relevant offence, or if there is reason to believe that the individual has committed a listed relevant offence.
- The individual has been removed from working in regulated activity, or would have been removed, if they had not left their post.

Criminal offences

As part of our Safer Recruitment processes (**please refer to our Safer Recruitment Policy**), staff will be subject to a DBS check to which their offer of employment is subject. For the avoidance of doubt, an employee must inform their manager in writing if they are under investigation for a criminal act (including road traffic offences) or have been arrested in connection with a criminal action. They must also inform their manager in writing if they have been found guilty and convicted of any offence or received a police caution. Failure to disclose this information may be treated as a disciplinary offence.

Furthermore, if an employee commits a criminal offence outside employment, Tuition Extra will investigate the matter to ascertain whether there is any connection between the offence and the individual's employment. If there is an adverse finding in this respect, this could result in the employee's dismissal under the disciplinary procedure.

Appearance and dress

The Organisation supports an informal, but not, inappropriate dress code.

The Organisation expects that staff members will:

- Ensure that their appearance always presents professionalism; is clean and neat when at work or representing the Organisation. Dress in a manner that is appropriate to their role – the Organisation will make reasonable adjustments to uniform expectations to suit disabilities, medical conditions, and religious and cultural beliefs.
- Remember that they are role models for students, and that their dress and appearance should reflect this.
- Not dress in a way that would cause embarrassment to students, parents, colleagues or other stakeholders. The following items of clothing not to be worn, is not exhaustive and is for illustrative purposes only:
 - Wearing of low-cut tops,
 - Tops showing the bare midriff
 - Skirts or dresses that are inappropriately short
 - Trousers that are not held up at the waist
- Not dress in a way that jeopardises their own (or others) health and safety – for example loose shoes on stairwells or being barefoot.
- Where PPE is required, it must be worn at all times, correctly and in accordance with local instructions. This is especially pertinent at Maypole Farm.

Attendance and Timekeeping

The Organisation expects that staff members will:

- Attend work in accordance with their contract of employment and associated terms and conditions in relation to hours, days of work and holidays.
- Make routine medical and dental appointments outside of their working hours or during holidays where possible.
- Follow the Organisation's absence reporting procedure when they are absent from work due to illness or injury.
- Employees will not be paid if any working time is lost due to lateness or unauthorised absence. Persistent lateness will be dealt with under Tuition Extra 's disciplinary policy.
- Employees should be present and ready to start work in line with their contractual working hours. They must also remain in the workplace and continue to work until they have completed their contractual working hours
- Employees should ensure they notify their line manager in accordance with Tuition Extra 's absence procedure if they are going to be absent from work
- Employees should liaise with their line manager if they wish to leave early or arrive late.

Signing in and out

- We operate a sign in/sign out policy with which all employees are expected to comply. Upon arrival to work, you must immediately personally sign in the time you entered the premises. Upon leaving the premises you must ensure that you personally sign out using the same system. It is not permissible under any circumstances for any employee to sign in or out on behalf of another. Failure to adhere to this procedure may result in summary dismissal and/or incorrect or delayed payment of wages.

Professional behaviour and conduct

Staff members are expected to treat other colleagues, students, parents, and external contacts with dignity and respect.

The use of foul and abusive language will not be tolerated. Discrimination, bullying, harassment or intimidation, including physical, sexual and verbal abuse, will not be tolerated.

Staff are expected to conduct themselves in accordance with the Company's professional standards, ethos and values at all times.

Staff members will not misuse or misrepresent their position, qualifications or experience, or bring the Organisation into disrepute.

Staff members will inform the Head of Service if they are subject to a criminal conviction, caution, ban, police enquiry, investigation or pending prosecution.

Staff will be aware that professional behaviour and conduct is expected to be extended to extra-curricular trips and visits. Staff attending a trip or visit will act in accordance with this Code of Conduct.

Staff will act appropriately in terms of the views they express (in particular political views) and the use of Organisation resources at all times and will not use Organisation resources for party political purposes.

Conduct outside of work

As a general rule, what employees do after working hours and away from the premises is a personal matter. However, Tuition Extra will become involved in the following circumstances:

- At office parties, drinks events and other work-related social occasions.
- At third-party (that is, clients and customers) occasions where the employee has been invited in their capacity as an employee and representative of Tuition Extra
- At work-related conferences and training courses.

Where the employee is away on business on behalf of Tuition Extra, Tuition Extra's policies will continue to apply at all these events. An employee should not bring Tuition Extra's name into disrepute. Improper behaviour including but not limited to sexual harassment will lead to investigation and possible disciplinary action, including dismissal and in cases of gross misconduct, a summary dismissal.

For further information, employers should refer to Tuition Extra's Grievance and Disciplinary procedures.

Staff may undertake work outside the Organisation, either paid or voluntary, provided that it does not conflict with the interests of the Organisation. The nature of the work cannot be seen to bring the Organisation into disrepute, nor be at a level which may contravene the working time regulations or affect an individual's work performance.

Staff will not engage in outside work which could seriously damage the reputation and standing of the Organisation, the employee's own reputation, or the reputation of other members of the Organisation community. Criminal offences that involve violence, possession or use of illegal drugs, or sexual misconduct are unacceptable.

Staff will not engage in inappropriate use of social network sites which may bring themselves, the Organisation, Organisation community or employer into disrepute. This is explored further in the Acceptable Use of Technology section of this policy.

Smoking, vaping, alcohol and other substances

Staff will not smoke or vape on the Organisation's premises, or whenever in the sight of students, parents or visitors.

Staff will not smoke whilst working with or supervising students off-site, such as when on educational visits and trips.

The taking of illegal drugs or alcohol during working hours is unacceptable and will not be tolerated. Staff members must never attend work under the influence of alcohol or illegal drugs.

If alcohol or drug usage impacts on a staff member's performance, the Organisation has the right to discuss the matter with the employee and take appropriate action in accordance with the Organisation's disciplinary procedures, including referral to the police.

Health and safety

Staff members will:

- Be familiar with, and adhere to, the Organisation's Health and Safety Policy and ensure that they take every action to keep themselves and everyone in the Organisation environment safe and well.

- Comply with health and safety regulations and use any safety equipment and protective clothing which is supplied to them.
- Comply with hygiene requirements.
- Comply with accident reporting requirements.
- Inform the Head of Service of any paid work which is undertaken elsewhere, for compliance with The Working Time Regulations 1998 (as amended).

Declaration of interests

Staff members are required to declare their interests, both personal and financial, where the group or organisation they are affiliated with could be considered to be in conflict with the ethos of the Organisation.

For the purposes of this policy, a financial conflict of interest is one where there is, or appears to be, opportunity for personal financial gain, financial gain for close relatives or friends, or where it may be reasonable for a third party to take the view that financial benefits may affect an individual's actions.

The term 'financial interest' means anything of monetary value, including the following:

- Payments for services
- Equity interests
- Intellectual property rights
- Hospitality or gifts

Examples of financial interests that must be declared include, but are not limited to, equity interests in services considered for use by the Organisation.

Non-financial conflicts of interest can also come into conflict, or be perceived to come into conflict, with an individual's obligations or commitments to the Organisation. These interests may include any benefit or advantage including, but not limited to, direct or indirect enhancement of an individual's career or gain for immediate family or someone with whom the individual has a close relationship.

Examples of situations that could give rise to non-financial conflicts of interest include the following:

- Pressure or temptation to accept gifts, inducements or hospitality
- Participating in the appointment, hiring, promotion, supervision or evaluation of a person with whom the individual has a close personal relationship
- Where a member of staff has or develops a close personal relationship with a colleague
- Membership to a trade union or staff representative group does not need to be declared.
- Staff members will also carefully consider whether they need to declare their relationship with any individual where this might cause a conflict with the Organisation.

Failure to make a relevant declaration of interest is a serious breach of trust and, therefore, if employees are in doubt about a declaration, they are advised to contact the Organisation or trade union.

All declarations, including nil returns, will be submitted in writing to the Head of Service for inclusion on the Register of Business Interests.

Relationships with colleagues and stakeholders (separate to students – see below)

Tuition Extra does not concern itself with the private lives of its staff unless they affect its effective operation or its reputation. Members of staff who are relatives or who have a close personal relationship should not normally have a supervisory, assessing or authorising relationship with each other. Employees must inform their line manager if they have a close personal relationship with another employee or stakeholder which could be considered by colleagues or others as impacting on the way they conduct themselves at work.

Relationships with students

The Organisation expects that staff will:

- Maintain professional boundaries and relationships with students at all times, and will consider whether their actions are warranted, proportionate, safe and necessary.
- Act in an open and transparent way that would not lead to others questioning their actions.
- Ensure that they do not establish contact with students for the purpose of securing a friendship, or to pursue or strengthen a relationship.
- Ensure that they do not develop personal or sexual relationships with students: this includes sexual remarks and discussing their own sexual relationships with, or in the presence of, students
- Students will be contacted via parents, as personal phones may need to be used by tutors. Social media platforms will not be used to contact students and staff and tutors will not befriend people or answer friend requests.
- Where a member of staff believes a student has inappropriate feelings for them or displays inappropriate behaviour towards them, then the staff member must report this immediately to the Group DSL/Head of Service.

Under the Sexual Offences Act 2003, it is an offence for a person aged 18 or over to have a sexual relationship with a child under 18 where that person is in a position of trust in respect to that child, even if the relationship is consensual.

Physical contact with students

The Organisation understands that there are circumstances in which it is entirely necessary for staff to have physical contact with students, e.g. when applying first aid and assisting with intimate care, but staff will only do so in a professional and appropriate manner in line with relevant Organisation policies.

When physical contact is made with students, it is imperative that it is conducted in a way which is responsive to the student's needs, is of limited duration and is appropriate to their age, stage of development, gender, ethnicity and background.

Staff will seek the student's permission, where possible, before initiating contact. Staff will always use their professional judgement when determining what physical contact is appropriate, as this may differ between students. As such, the student's feelings and wishes will always be taken into account. Staff will never touch a student in a way which is indecent and will always be prepared to explain their actions. Staff will be aware that even well-intentioned physical contact may be misconstrued by a student, an observer or by anyone to whom this action is described and, therefore, will be prepared to justify their actions.

Staff will not engage in rough play, tickling or play fights with students.

Extra caution will be taken where it is known that a student has previously suffered from abuse or neglect.

Physical contact will never be secretive; please see **Safeguarding Policy** for correct procedures.

If a child is in distress and in need of comfort as reassurance, staff may use age-appropriate physical contact, such as placing their hand on the student's shoulder. Staff will remain self-aware of their actions at all times and ensure that their contact is not threatening, intrusive or subject to misinterpretation.

In the event of potentially high risk/harmful behaviour e.g. a young person is wielding a blade, staff may use reasonable force as a means of physical contact to remove the danger, in the event of such instances happening, the police will always be called and the incident will be logged securely on our safeguarding platform.

Transporting students

When it is necessary to transport students off-site, staff will ensure that the transport arrangements of the vehicle meet all legal requirements, they have an appropriate licence and the vehicle is roadworthy, has a valid MOT certificate and is insured for business use.

Staff will gain consent from parents before transporting students and will be aware that the welfare of all students in the vehicle is their responsibility.

Financial inducements

Staff members will familiarise themselves and comply with the Organisation's financial regulations.

Declare to the governing board, in writing, any gifts received, with the exception of:

- Low cost, functional items suitable for business rather than personal use and displaying the supplier's logo – these items may be accepted.
- Non-excessive gifts offered by parents or students to Organisation staff to express their gratitude, but staff members should always refuse monetary gifts.
- Hospitality in the form of meals and drinks where it is part of a normal business meeting.
- Authorised visits to exhibitions, demonstrations, conferences, business meals and social functions in connection with the Organisation's business, which shall be at the Organisation's expense.

Not accept a personal gift, payment, or other incentive from a business contact – any such gifts should be returned.

Declare any gift that cannot be returned to the governing board, who will decide how it will be used.

Only accept offers to specific events after authorisation from the Group SLT.

Acceptable use of technology

Staff will adhere to the procedures outlined in the Organisation's Online Safety Policy and Technology Acceptable Use Agreement.

Staff will be aware of how the use of technology can impact safeguarding and wellbeing issues, e.g. online abuse. Staff will be vigilant to ensure their own behaviour is respectful and that students are using technology appropriately while under their care.

Staff are required to employ the highest security settings on any personal profiles they may have.

Staff will not engage in inappropriate use of social networking sites including contacting students or their family members, accepting or inviting friend requests from students or their family members, or following students or their family members on social media.

The Organisation understands that some staff members are also parents of students at the Organisation and, therefore, may wish to contact other parents. When doing so, staff will exercise their professional judgement and will not contact family members on social media if this would lead to a conflict of interest. It is inappropriate for staff to share information outside of Tuition Extra gained through their role and employment.

Staff will remain mindful of their use of social media and their web-based presence including written content, videos or photographs, and views expressed directly or indirectly which may bring themselves, the Organisation or the Organisation community into disrepute. Any misuses may be subject to disciplinary action.

Premises, equipment and communication

Organisation equipment and systems are available only for Organisation-related activities and will not be used for the fulfilment of another job or for personal use, unless specifically authorised by the Head of Service.

Illegal, inappropriate or unacceptable use of Organisation equipment or communication systems may result in disciplinary action and, in serious cases, could lead to an employee's dismissal.

Employees receiving inappropriate communication or material, or who are unsure about whether something they propose to do might breach this policy, should seek advice from the Head of Service.

The Organisation reserves the right to monitor emails, phone calls, internet activity or document production on Organisation-owned equipment, principally in order to avoid offensive or nuisance material and to protect systems from viruses, but also to ensure proper and effective use of systems.

Communication systems may be accessed when the Organisation suspects that the employee has been misusing systems or facilities, or for the investigation of suspected fraud or other irregularity. Access will be secured by the systems manager, only with the permission of the governing board or Head of Service.

Passwords should not be shared and access to computer systems must be kept confidential except on the express request of the Head of Service or systems manager. Breaches of this confidentiality may be subject to disciplinary action.

Organisation equipment that is used outside the premises, e.g. laptops, will be returned to the Organisation when the employee leaves employment or if requested to do so by the Head of Service.

CCTV

The Organisation operates CCTV for the primary purposes of safety and security. In certain circumstances, SLT or an OFSTED Inspector may observe lessons through CCTV to avoid causing unnecessary distress and anxiety to students in the classroom and for safeguarding staff and students.

CCTV footage may be used in certain disciplinary and grievance investigations.

If the Organisation suspects an employee of breaking the law and letting them know about it would make it harder to detect the crime, the Organisation can lawfully monitor

those involved without their knowledge, but only as part of a specific investigation. In these circumstances, any relevant footage could then be used as evidence against the employee to justify dismissal for gross misconduct although these types of scenarios are likely to be exceptional.

Photography and videos

Photographs and videos will only be taken using Organisation equipment – using personal mobile phones for this purpose is prohibited, in accordance with the Organisation's Safeguarding Policy.

Permission for taking photographs will be obtained from parents and students will always be asked at the time of taking the photographs; and if no consent is given, the pictures must not be taken.

The age of permission that is legislated is 13 and above; however, this is only applicable for online services provided directly to children. For everything else, an appropriate age of consent is considered on a case-by-case basis by the DPO, Head of Service and a student's parents (where appropriate).

Students who have not provided permission, either personally or via their parents, to have their photograph taken or be filmed will have their wishes respected, in line with the Safeguarding Policy.

The Head of Service will be notified of the proposed use of the imagery or video and the equipment and ensure that the use of such is included in lesson plans where this is necessary.

All photographs and videos will be available for scrutiny, and staff will be prepared to justify the images or footage taken.

Careful consideration will always be given to the activities which are being filmed or photographed, to ensure that images or videos are not indecent and cannot be misused.

Communications

During working hours, employees should keep their mobile phones out of sight. They should be kept in bags and stored under desks.

Employees should have their personal mobile device either switched off, or in silent mode, during working hours. Discretion should be exercised when using a personal mobile device and any use must not cause a distraction from work for the employee themselves or their colleagues.

Only certain job roles require the provision of a company mobile phone. Where provided, they are for business use only. The cost of line rental and normal business call usage will be covered by Tuition Extra.

Employees should ensure they keep the company mobile phone in good working order. The mobile phone should remain charged and connected to the network (as far as coverage permits) during working hours so business calls can be received as necessary.

When visiting clients and customers, or on other sites, you may be required to turn off your company mobile phone. Employees must observe any such requirements and ensure they comply with them.

Email and internet use

Tuition Extra will not tolerate the use of email and internet for unofficial or inappropriate purposes, including:

- any messages that could constitute bullying, harassment, sexual harassment or other detriment
- accessing social networking sites such as Facebook, Twitter(X), LinkedIn using Tuition Extra equipment or during work time
- on-line gambling
- accessing or transmitting pornography
- accessing other offensive, obscene or otherwise unacceptable material
- transmitting copyright information and/or any software available to the user
- posting confidential information about other employees, Tuition Extra or its customers or suppliers.

Although our email facilities are provided for the purposes of our business, we accept that you may occasionally want to use them for your own personal purposes. Employees' work email addresses should not be used to send personal emails.

Employees may access their personal email accounts during break times. This is permitted on condition that all the procedures and rules set out in this policy, and Tuition Extra's code of conduct, are complied with.

Employees are not permitted to use the internet during work time, for personal use, unless in the case of an urgent matter when you should seek the approval of your line manager before use.

Employees may use the internet during break times. This is permitted on condition that all the procedures and rules set out in Tuition Extra's Code of Conduct are complied with.

Social media

Social media usage for work purposes is controlled by the Head of Service. Approval will be granted appropriately where this is required for an employee's job role.

Social media usage for personal reasons does not need approval by Tuition Extra.

When using social media, either in a personal or work capacity, during or outside working hours, employees must adhere to the following guidelines.

Posts on social media must not:

- compromise Tuition Extra, disclose confidential data or disclose sensitive data
- damage Tuition Extra 's reputation or brand
- breach laws on copyright or data protection
- contain content that is of a libellous or defamatory nature
- engage in bullying, harassment or sexual harassment
- be of illegal, inappropriate or offensive content
- interfere with your work commitments
- use Tuition Extra 's name or reputation to promote any other product or any political opinions.

Employees should ensure they consider Tuition Extra 's other policies on marketing, promotion and branding.

Representing Tuition Extra

Tuition Extra recognises the importance of work life balance. Whilst we do not intend to restrict outside activities, it is important to remember that activities, whether during or outside of working hours which result in adverse publicity to Tuition Extra, or which cause us to lose faith in your integrity, may give us grounds for your dismissal.

When attending any work-related social function an appropriate standard of conduct is expected from all employees. This includes but is not limited to any Christmas lunch, nights out, dinners or other social events with suppliers, customers, etc.

Work-related social functions can be a great opportunity to celebrate and get to know your colleagues better. However, it is important to remember that our policies on anti-harassment and bullying, sexual harassment, disciplinary and equal opportunities apply fully at these events.

Property and equipment

Employees who cause any damage to Tuition Extra 's property through misuse, recklessness or carelessness may be required to repay to Tuition Extra the cost of repair or replacement. Tuition Extra reserves the right to recover this cost by way of a deduction from your next salary payment.

When an employee's employment is terminated, employees should return all property, including IT equipment, stationery, company mobile phone or tablet, company car and any other items belonging to Tuition Extra.

Personal property

Tuition Extra is not responsible for the loss, theft or damage to any personal property brought by employees on to the Organisation's premises or stored in the Organisation's vehicles. Employees are responsible for the security and safety of their personal possessions at all times. Employees should keep these items safe in their lockable desk drawers/lockers or in a secure manner.

Lost property should be handed to an employee's line manager if found.

Data Protection and IT

The General Data Protection Regulation and the Data Protection Act 2018 comprise the data protection regime that applied in the UK from 25 May 2018. This regime supersedes any previous legislation.

Tuition Extra holds and processes information on its staff and other data subjects for commercial and administrative purposes. It will only collect and handle data for "legitimate interest" and in compliance with the data protection regime above.

For further information, employees should refer to the **Data Protection Policy**.

Confidentiality

Tuition Extra is committed to the maintenance of the highest level of integrity in all its dealings with clients, customers and staff. This extends not only to commercial confidentiality but also to the protection of personal information received in the process of providing a service.

Social media

Employees may use social media for work purposes (such as LinkedIn) or for personal use (for example, Facebook). [

Any use of such social media must be respectful of Tuition Extra's reputation and that of all its staff. Employees must not disclose confidential information when using personal social media.

For further information, employees should refer to the Social Media policy. Failure to comply with this policy is a disciplinary offence. It may amount to gross misconduct and could result in summary dismissal.

Data protection and confidentiality

See **Data Protection Policy**

Probity of records

The deliberate falsification of documents, such as references, academic qualifications or legal documents, is unacceptable. Where a staff member falsifies records or other documents, including those held electronically, this will be regarded as a serious disciplinary matter and potentially a criminal offence.

Contacts

Staff members will not use Organisation business contacts for acquiring materials or services at trade/discount prices for non-Organisation activities, unless participating in concessionary schemes arranged by trade unions or other such groups.

Monitoring and review

This document will be reviewed on an annual basis by the Head of Service and any changes made will be communicated to all members of staff.

The next scheduled review date of this document is August 2026.

All members of staff are required to familiarise themselves with this document as part of their induction programme.